
AMENDMENT OF SOLICITATION

Page 1 of 2

1. SOLICITATION NO.Lease & Maintenance Support for
Copiers/Printers/Fax/Scanners
RFP # 644-7-120916**2. AMENDMENT NO.**

A-001

3. EFFECTIVE DATE**December 27, 2016**

4. ISSUED BYTexas Juvenile Justice Department
Purchasing Department – Dorene Corsentino, Purchaser IV
11209 Metric Boulevard, Bldg. H, Suite A
Austin, Texas 78758

5. NAME AND ADDRESS OF CONTRACTOR

6. The above numbered solicitation is amended as set forth in Item 7. The hour and date specified for receipt of Offers ☒ is extended, ☐ is not extended.

Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:

(a) By completing Items 5 and 8, and returning 1 copy of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

7. DESCRIPTION OF AMENDMENT

The language below revises and modifies RFP # 644-7-120916. Acknowledgement of receipt of this amendment should be indicated by enclosing a copy of the Amendment with your Proposal.

Page 7, Section IV, A, ***Proposal Submittal Information*** Deadline is replaced with the following extended date:

Proposals are due by mail, carrier or hand delivery by 3:00 P.M. CDT on Tuesday, January 17, 2017 and will be publicly opened and names read aloud at 3:00 PM CDT on Tuesday, January 17, 2017, in the lobby of TJJD's administrative offices located at 11209 Metric Blvd., Building H, Suite A, Austin, Texas 78758. **Only the names of the firms submitting a proposal will be read aloud.**

Page 7, Section III, A-3, Contract Lease Term is replaced with 60 month period. The Contract will begin on April 1, 2017 thru March 31, 2022.

8a. NAME AND TITLE OF SIGNER (Type or Print)

8b. OFFEROR

(Signature of Person Authorized to Sign)

Date Signed

The following questions and answers are made a part of this Addendum:

1. Attached and unblocked all cells on Exhibit B and resend Exhibit B dated 12-27-2016

RFP QUESTIONS:

1. **Question:** RFP page 5, C. Measures of Performance and Quality of Services, #2 states "When feasible, the Contractor shall provide 'maintenance kits' for equipment upon arrival for periodic maintenance as specified by the manufacturer." Please clarify what is expected to be included in the "maintenance kits", and if these kits are in addition to the initial consumables that are delivered upon installation of each machine.

Answer: Providing Maintenance kits is an option if such kits are available. The intent is to provide such kits for routine maintenance problems that could be handled by the local staff and would not require a service technician to be on-site. We realize this may not be an option for some vendors or models. TJJD's preference is that service technicians handle all service related issues. However, if such kits are available and can be used then please note that in your proposal.

2. **Question:** RFP page 9, 2. Description of TAB 2 Experience and Qualifications lists items vendors are to address in this section of the response, however the list starts with items lettered "d., e., f., g." Are we missing items lettered "a., b., c."? Please advise.

Answer: This is just a formatting error please. There is no missing information.

3. **Question:** RFP page 9, B. Proposal Requirements lists item #2 twice, first as "Description of TAB 2", then again as "Description of TAB 3". The next subsequent item is listed as item "3. Description of TAB 4", with the next item being listed on page 10 as item "5. Description of TAB 5". Please confirm that these are typographical errors and that these should instead read "2. Description of TAB 2", "3. Description of TAB 3", and "4. Description of TAB 4". If this is not an error, then the RFP is missing an item 4, and we would like to please request that you provide the item 4.

Answer: This is just a formatting error please. There is no missing information.

4. **Question:** RFP pages 7 through 15 Section IV lists items lettered "A", "B", and then "G" (found on page 10). Please clarify if we are missing items lettered "C", "D", "E", and "F". If so, we would like to please request that you provide those items.

Answer: These are typographical errors. Please excuse the errors and provide what is listed in the text. There is no missing information.

5. **Question:** RFP page 11, I. Proposal Submission Requirements, 1. Submission of Proposal requests that, in addition to the printed proposals, vendors are to submit an electronic version as well. Please clarify whether TJJD prefers the electronic version to be emailed or submitted on disk or flash drive.

Answer: We would prefer the electronic version be submitted with your proposal on either a CD or flash drive.

6. **Question:** RFP page 11, I. Proposal Submission Requirements, 1. Submission of Proposal requires all proposals be submitted on 8 1/2"x11"-sized paper. The RFP Exhibit B pages are on formatted on paper sizes larger than the required 8 1/2"x11". Please confirm that vendors may submit Exhibit B on a paper size

larger than 8 1/2"x11" to be able for vendors to provide a more organized, legible Exhibit B. These pages can be z-folded into the binder to conform to 8 1/2" x 11" sizing.

Answer: Yes, Exhibit B is an excel document with many columns. To make the text legible you may submit Exhibit B on whatever size paper works best. No specific paper size is required.

7. Question: RFP page 18, Section V lists an "Article 15 Terrorism", and then a subsequent "Article 17: Convictions for Hurricane Katrina or Rita". Please clarify whether this is a typographical error or if we are missing an "Article 16". If so, we would like to request that you please provide "Article 16".

Answer: This is a typographical error. Please excuse the errors and provide what is listed in the text. There is no missing information.

8. Question: RFP page 20, Section V lists an "Article 25: By signature hereon, the Respondent certifies that:", and then lists a subsequent "Article 27: Access to Information". Please clarify whether this is a typographical error or if we are missing an "Article 26". If so, we would like to request that you please provide "Article 26".

Answer: This is a typographical error. Please excuse the errors and provide what is listed in the text. There is no missing information.

9. Question: RFP page 11, I. Proposal Submission Requirements, 1. Submission of Proposal, item f referencing the Texas Public Information Act, states that confidential information submitted in vendor's response is "subject to the Act and", but there is no further verbiage to that sentence. Please clarify this sentence.

Answer: Complete the sentence as follows: ... however all information submitted is subject to the Act and release to the general public.

10. Question: RFP Exhibit B Pricing Schedule, Additional Costs Proposed spreadsheet requires vendors to answer 3 line items listed below the table provided. This portion of the spreadsheet is protected, restricting us from typing in our responses directly within the spreadsheet. Could you please provide an unprotected version of Exhibit B so that we may provide our responses within the spreadsheet, or confirm that vendors may supply additional attached pages containing the answers to those items.

Answer: Attached is an Exhibit B with the additional cells unprotected to allow you to enter your answers.

11. Question: Are there any proposed machines that do not require 11x17 output capabilities?

Answer: Most of our current larger machines have 11x17 outputs but if a vendors wishes to quote a cost saving measure to limit that output that would be fine. Please clearly indicate that in your proposal.

12. Question: Would the TJJDD be willing to accept a value proposition for a CPC (cost-per-copy) maintenance plan/pricing structure for the MFD fleet? If not, please explain reasons why.

Answer: Yes, TJJDD would accept and encourages vendor to propose "value propositions" that would save the agency money but still meet our needs. Please clearly mark any such suggested "value propositions" that might deviate from our listed specifications.

13. Question: What resources (proprietary or open source) are currently being utilized internally by the TJJDD to manage its MFD fleet across the state? Please explain any challenges encountered over the past few years.

Answer: If I understand the question, the answer is none. Other than the contract for the actual leased MFP fleet services there is no other internal resources being used other than normal the day to day support of administrative and IT staff.

14. **Question:** What is the current monthly hardware lease payment total for all the devices being replaced?

Answer: We are not willing to release that amount. For the purposes of open competition we would rather allow for vendors to propose their best value pricing and not be influenced by what we are currently paying. Based on the economy and the market trends we would expect to see pricing that is lower than what we pay now. .

15. **Question:** Based on the last 12 months (Nov-2015 through Nov-2016), what has the TJJD paid for service (total copies) for the multi-function fleet?

Answer: Same answer as #3. TJJD is not willing to release that information under this solicitation.

16. **Question:** How much has the TJJD spent in total overage fees (if applicable) during the current contract?

Answer: Same answer as #3. TJJD is not willing to release that information under this solicitation

17. **Question:** Are the “average copies per month” outlined in Exhibit B based on actual output averages, or are they based on current service allowances?

Answer: Yes, the averages used on Exhibit B are based on actual and current output averages. Those averages are provided so that vendors can propose similar sized equipment capable of meeting our current needs.

18. **Question:** Describe the color control process for the agency and how this has been managed in the past.

Answer: We try and set defaults on all color units to Black and White

19. **Question:** What challenges has the TJJD encountered with the existing MFD fleet relative to invoicing issues, performance, technical support, security mandates, product quality, service response, service coverage (remote areas), and/or functionality limitations?

Answer: The biggest challenge has been in setting up the purchase order with the 185 lines to represent machine in each department and their budget coding. Because of the size of our fleet the monthly invoice is very complex and detailed

20. **Question:** In conjunction with Section 322.017 of the state’s Business and Commerce Code, governing electronic communications, please explain the current agency security protocols that are in place to ensure the protection and preservation of documents that are printed, copied, or scanned through multi-function devices. Also, please provide any examples of electronic modernization efforts the agency has implemented from the fiscal strategic plan that have increased agency operational efficiency, reduced paper usage, and/or resulted in cost savings.

Answer: Most of our current fleet of MFP’s are equipped with secure print. In addition before a unit leaves our premises it is our current practice to have the hard drives removed and furnished to us to ensure they are properly wiped. As noted in the proposal TJJD is open to considering alternatives to this practice to ensure protection of confidential information. As a cost savings measure, we are

reducing the size of our personal desk top printers. Some of that volume may be transferred to the leased MFP's. We encourage double sided printing and copying. Some machines are defaulted to two sided as well as color machines defaulting to black and white.

21. **Question:** Would the scanning applications of the TJJD necessitate the ability to scan to editable file formats (e.g. MS Word, Excel, and PowerPoint)?

Answer: This seems like a very beneficial options.

22. **Question:** What are the scanning solutions currently in use by the TJJD?

Answer: Most scanning is done by emailing the documents to the users.

23. **Question:** How many MFD/Copier moves were facilitated over the past 60 months with current vendor?

Answer: We closed 2 halfway houses and those two units had to be moved to other locations within the area. We also had a major move for our Austin Administrative offices. This involved moving all the equipment listed for the Braker H location from a state owned building to the space we occupy now. TJJD does not anticipate any additional closures or moves for the next 5 years. However as stated in the RFP, our funding is subject to appropriations being approved every biennium. The lease of our current building is handled through the Texas Facilities Commission. Any future moves would be determined by that agency.

24. **Question:** Would the TJJD like the ability to display the agency logo (digitally) on the device as part of a standard image and/or to have the ability to generate and display corporate messaging for its employees on the multi-function devices?

Answer: You are welcome to propose this as an option. However it would have to be an executive management decision to display such images and messaging.

25. **Question:** How many desktop printers (networked or personal) and standalone scanners and fax machines are still in use by the TJJD, and is there a current consolidation initiative in place?

Answer: We have about 75 units of various sizes and models around the Austin Administrative offices that we are phasing out. We have additional desktop units at our field locations but there are no plans underway to phase those out at this time as they are in remote buildings that support the need for keeping those operational. We may in the future look at replacing some of those units, as well, with leased equipment.

26. **Question:** What is the policy for employee utilization of standalone vs. multi-function devices and would the agency provide an asset spreadsheet of the brand/models of desktop devices and their respective locations?

Answer: As I answered previously it is TJJD's plan to phase out all standalone desktop equipment herein the Austin office. There are no plans at this time to phase out other standalones in our field locations. We do not have a spread sheet available for distribution that lists all of those "standalones".

27. **Question:** What is the current process for ordering consumables, break/fix repair, or other contracted services for printers and various standalone devices?

Answer: We order toner and printer supplies through Texas SmartBuy. Our local IT staff handles repairs and maintenance of equipment owned by TJJD. TJJD is open to some type of managed print service. We are asking vendors to include such additional services with your proposal. We will include those services in any contract resulting from this RFP. In the future TJJD may decide to use those

additional services under this contract or re-solicit those additional service through another competitive process, whichever would provide the best value to TJJD.

28. **Question:** How much has the TJJD spent (or estimated spend) on consumables and service for standalone devices (printers, faxes, scanners) including the purchase of these devices over the last 5 years?

Answer: We have not been capturing that data and do not have it available for this solicitation.

29. **Question:** Do any of the current MFDs require badge authentication in order to release print jobs or utilize copy or scan functionality? If not, would the TJJD like to explore this as a security option? If not, please explain the primary objection.

Answer: No and yes. We would welcome you to propose this function and cost in your submission.

30. **Question:** Approximately what percentage of total print and copy output is 11x17 or larger? Please specify how many devices do not require 11x17 capability as this can significantly contribute to the overall costs?

Answer: The percentage of output for 11X17 is small. Other than that we have not collected data that we can provide.

31. **Question:** Was an internal survey submitted to agency employees regarding document processing applications to gain insight on device utilization, preferences, and/or expressed challenges with the current MFD fleet? If so, what were the primary concerns and interests?

Answer: We did allow staff to propose adding additional units where they thought they were needed. Those are listed on Exhibit B as "new". No other functionality was requested other than what is indicated in Exhibit B.

32. **Question:** Will the TJJD consider extending the deadline for this RFP response past January 9th?

Answer: Yes, TJJD will extend the deadline to January 17th

33. **Question:** As per the T&Cs of the DIR contract, a vendor cannot begin billing customers until the devices have been installed. If the new contract date is slated to begin on 4/1/2017, will each location be able to take delivery during the month of March 2017?

Answer: In the event a vendor is selected other than the incumbent, we will coordinate delivery and installation with the both the incoming and outgoing vendors vendor. Since TJJD's Board Meeting is on March 24th at which time this contract will be approved the delivery and installation cannot begin until the week of March 27-31. We will do everything we can to provide enough time to the selected vendor to plan a smooth transition.

34. **Question:** Pursuant to the Evaluation Criteria listed on page 14 of the RFP, is "Past Performance" directly related to history with TJJD? Please elaborate on how each respondent vendor's performance will be evaluated.

Answer: TJJD will use reference checks and the State of Texas Vendor Performance Tracking System (VPTS) to provide information on past performance.

<https://www.comptroller.texas.gov/purchasing/programs/vendor-performance-tracking/>

35. **Question:** Please explain how the "annual market survey" (p.6) would be conducted and how the overall value of the awarded vendor's technologies (including proprietary) will be determined as per the Consumer Price Index. Also, will dealers/resellers (non-manufacturers) that market multiple brands be held to a different set of criteria since they are not OEMs?

Answer: Market survey would be up to the vendor to provide. How that is conducted is at the vendor's discretion? The only thing TJJD will be looking for in the CPI will be overall market trends for lease of MFD's in general. We will not be comparing OEM's. The sole purpose is to determine if the cost TJJD is paying

under the negotiated terms of the lease is in line with the current market values. If it is determined that the general market trend shows the cost to lease MFD's has fallen sharply over the previous year TJJD may decide to pursue actions that would reduce TJJD's cost to be line with the market. This could include renegotiating a lower cost with the incumbent vendor, which would of course be through mutual agreement. TJJD could also decide to terminate the current contract under the terms of the DIR contract and resolicit bids to reduce TJJD's overall cost. Other costs would be factored into this decision such as the cost to conduct the solicitation process.

36. **Question:** As per the agency's request for vendor's responses to be based on the DIR contract, and due to the maximum lease term offering of 60 months, would the TJJD please modify the "65 Month" term listed in the RFP (Sec III, p.7) to reflect the DIR terms?

Answer: Yes we will change the lease term to 60 months. We were hoping to get the term coterminous with the fiscal year end but the DIR terms will not allow for a longer than 60 month term.

37. **Question:** Page 3 under Statement of Work, B. Scope of Service item #3: Is single pass duplex scanning required for smaller desktop units requested?

Answer: No. Please note that in your proposal

38. **Question:** Page 3 under Statement of Work, B. Scope of Services item #6: the State asks for "Staple finisher or booklet finisher, on designated equipment" however on Exhibit B there is not detail provided advising vendors which equipment will require "booklet finishers". Will the State add additional column and notate which devices will require booklet finishers as this could greatly impact cost?

Answer: The only machine that need "booklet finishers" is designated on Exhibit B, line 25/26 with the comment "used for larger jobs to include binding capability". We don't need it on any other machine.

39. **Question:** Page 3 under Statement of Work, B. Scope of Services item #13: the State asks for "High Capacity output trays", however on Exhibit B there is no detail provided advising vendors which equipment will require "high capacity output trays". Will the State add additional column and notate which devices will require high capacity paper trays as this could greatly impact overall cost?

Answer: We would prefer to propose the lower cost of not including the "high capacity output trays" and make a general note that "high capacity output trays" will be an additional charge of approximately \$X.xx or XX% more.

40. **Question:** Page 3 under Statement of Work, B. Scope of Services item #8: the State asks for "Scan & Store". Will the State clarify what its expectation is by adding or having this feature provided? Please be specific and detailed as this could greatly impact overall cost

Answer: We are interested in being able to scan and either email the documents to the users or scan directly into a network drive folder. You may quote either option or both.

41. **Question:** Page 3 under Statement of Work, B. Scope of Services item #11: the State asks for "Secured Print". Will the State clarify what its expectation is by adding or having this feature provided? Please be specific and detailed as this could greatly impact overall cost.

Answer: This would be allowing users to retrieve sensitive documents they send to a printer or copier using a password or by swiping a badge. Propose either option or both.

42. **Question:** Will the State sign lease documents?

Answer: Yes. It is TJJD's intention to sign a contract which may include signing lease documents. Any document provided by the vendor will be reviewed by the Contracts Attorney. Those terms may be negotiated if we find any objectionable terms in the document

43. **Question:** Section C- Measures item 10. The Contractor shall be responsible for automatically obtaining on-line monthly meter readings for all equipment. The Contractor shall outline its approach in tracking the

number of pages used per client/per unit and provide reports for management review upon request.

QUESTION 1: Are you seeking information at the employee/individual level as well as at the device or Serial Number level? If at the individual level is Authentication solution (software) part of the requirements? QUESTION 2: Can you provide a copy of the report template that is to be used?

Answer: This is primarily for invoicing purposes. We prefer our billing to provide the line item detail by machine. This includes opening and closing meter readings to determine usage by machine. Those we would like to be obtained through automatic meter reads. We want to avoid take and providing manual meter readings. In order to identify each machine locations, monthly usage, cost, serial and model numbers need to be provided on the invoice how those are obtained are up to the vendor.

44. **Question:** Section III A Period of Performance item 3. *Contract Lease Term: shall be for a 65 month period. The Contract will begin on April 1, 2017 thru August 31, 2022. Respondents may propose alternate lease terms that may afford TJJD a better value than the term listed above. Section IV 3. Description of Tab 4 item b.- Respondents are requested to provide a fixed price based on a five year lease agreement. Respondents are also asked to propose alternate lease terms that would afford TJJD the lowest overall cost.* QUESTION- Are you seeking a firm lease for a 60 month or 65 month term? Please clarify.

Answer: We were hoping to make the term coterminous with the fiscal year end but the realize now the DIR terms will not allow for a longer than 60 month term . We will change the lease term to 60 months.

45. **Question:** Due to holiday schedules, would TJJD please consider extending the response due date by another 2 weeks to Jan 23rd?

Answer: TJJD will extend the proposal due date to January 17th. We have to allow time for evaluations and vendor presentations.

46. **Question:** Section 1-Statement of Work- B. Scope of Services, #8: Please further explain what is required by Scan & Store.

Answer: We are interested in being able to scan and either email the documents to the users or scan directly into a network drive folder. You may quote either option or both.

47. **Question:** #9: Access stored files- Where are the stored files currently located?

Answer: TJJD network drives.

48. **Question:** #10 Do all proposed devices require fax? Please confirm what is required and meant by 'fax inbox'

Answer: FAX capabilities are still uses but could be limited to a select few machines. A "fax inbox" is not required.

49. **Question:** #13 Do all proposed devices require high capacity output trays or is this an optional item?

Answer: No. We would prefer you propose the lower cost of not including the "high capacity output trays" and make a general note that "high capacity output trays" will be an additional charge of approximately \$X.xx or XX% more.

50. **Question:** Section 1- Statement of Work- C. Measures of Performance & Quality of Services, #9: Please confirm if all consumable supplies included identifies the requirement of including staples.

Answer: Yes, it would include staples.

51. **Question:** Section 3- General Information- A. Period of Performance #3- Contract Lease Term vs. Section 3- Proposal Requirements- #3. Description of Tab 4 Item B, Section 3 in General Information indicates a lease period of 65 months whereas Section 3 in Proposal Requirements indicates a lease period of 5 years or 60 months. Please confirm the required term of the proposal

Answer: We were hoping to make the term coterminous with the fiscal year end but the realize now the DIR terms will not allow for a longer than 60 month term . We will change the lease term to 60 months.

52. **Question:** Section 3- Proposal Requirements #3 Description of Tab 4 indicates for respondents to also propose alternate lease terms that would afford TJJJ the lowest overall cost. What is the longest lease term TJJJ would consider? With the current changes in technology, why would TJJJ consider longer terms.

Answer: TJJJ is looking for any cost savings measures that would reduce overall cost. Since the DIR contract limits the lease term to 60 months, longer lease terms are not an option. Since market trends are going down it does not appear longer lease terms would be a cost savings measure.